

PAST PERFORMANCE SURVEY

Solicitation No. DTFASO-09-R-00036

Solicitation DTFASO-09-R-00036, Replacement of Air Handler Unit (AHU) at the Pico Del Este Radar Site, Rio Grande, Puerto Rico

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To: _____ (Reference Name)
_____ (Company)
_____ (Telephone No.)
_____ (Fax No.)

The Federal Aviation Administration (FAA) is currently evaluating our company/firm, _____, for past performance and customer satisfaction. Since you are one of our past customers it would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and **return to the (FAA) via facsimile to (404) 305-5774, Attn: Kiersten D. Sellers, no later than April 27, 2009.**

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

Sincerely,

Please identify the project(s) that this company has performed for your organization, description, city, state, and approximate dollar value:

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**Respond to the following on a scale of 1 to 5, with 3 being average or acceptable, and 5
being best.**

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
4. To what extent did the contractor's management system provide visibility into problems and risks? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. How effective has the contractor been in identifying user requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. To what extent did the contractor issue professional correspondence? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's Supervisor(s)? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
12. To what extent did the contractor submit required reports and documentation in a timely manner 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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13. To what extent were the contractor's reports and documentation accurate and complete?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting
documentation timely, accurate and of appropriate content?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
15. To what extent did the contractor comply with safety requirements?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the contractor's overall quality of service?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
17. To what extent was the contractor effective in interfacing with the Government staff?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Respond: Yes or No.

20. Were there any cure notices issued? Yes: _____ No: _____
21. Was contractor pro-active? Yes: _____ No: _____
22. Did contractor suggest cost-saving changes? Yes: _____ No: _____
23. Would you recommend this contractor? Yes: _____ No: _____

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For Federal contracts:

24. Were there any Labor Department Investigations? Yes: ____ No: ____

24a. If yes, please describe reason and final outcome.

25. Were there any safety investigations? Yes: ____ No: ____

25a. If yes, please describe reason and final outcome.

26. Were there any security investigations? Yes: ____ No: ____

26a. If yes, please describe reason and final outcome.

27. Was there a partial or complete termination for default or convenience?

Yes: ____ No: ____

27a. If yes, please describe reason and final outcome.

28. Are there any pending terminations? Yes: ____ No: ____

29. What is/was the duration of the contract? _____

30. Were there any performance issues regarding the contractor's work? If yes, please describe.

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Please provide other comments:

Signature: _____

Date: _____